Fact Sheet:	**CITGSTUPRI02**		
Category:	**College Laser Printer**	**Last Modified:**	**29/01/2014**

Troubleshooting Printing Problems

Overview: This guide explains how to troubleshoot problems with printing in both your room and the lab.

Procedure: Most printer problems are solved by checking a few key points:

- Make sure you have enough credit on your print account for the job you want to print.
- Check that you are not trying to print in letter instead of A4.
- See if you are able to print in another program i.e. Word or Excel.
- Try saving PDF documents to your hard drive first.
- Go to Start – Printers & Faxes (or Start – settings- Printers) and double click on the printer to display the printer queue to see if there is an issue.
- Make sure your job is not paused.
- Try re-installing the printer.

If you have tried the above steps and are still having problems please contact the helpdesk with as much information as possible such as:

- what you were trying to print
- approximately how many pages
- were you printing duplex or multiple slides to a page
- do you receive any error messages
- when did you last print successfully

This makes it easier to find the problem and correct it as quickly as possible.

Further Assistance: For further assistance please contact the helpdesk.
E-mail: help@citg.uq.edu.au
Phone: (07) 3878 0777
Tie Line: 777 from any college phone (kings 805 777)